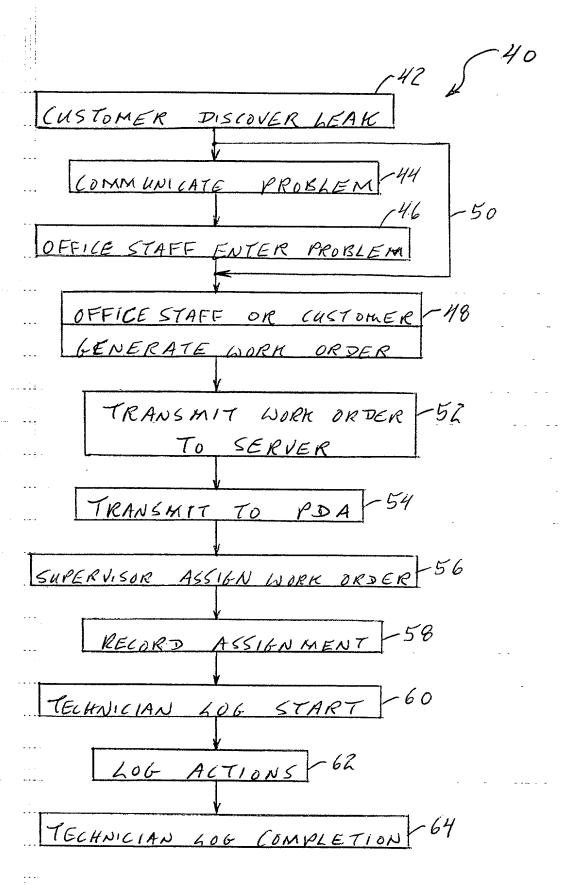
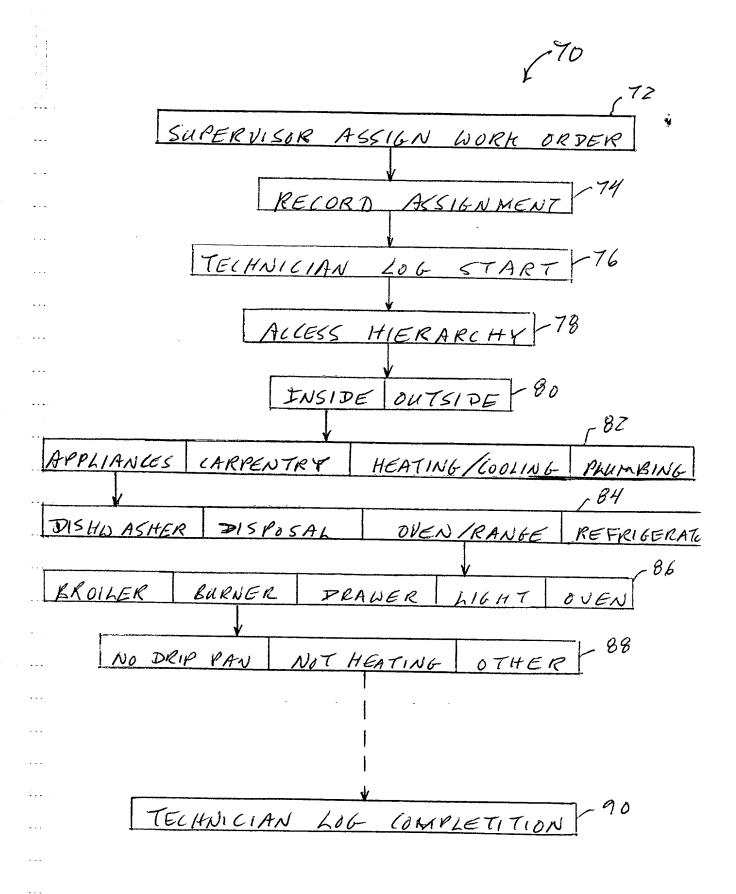


F16.1

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F16.2



F16.3

CUSTOMER COMMUNICATE WITH OFFICE OFFICE STAFF GENERATE WORK ORDER TRANSMIT WORK ORDER SUPERVICOR ASSIGN WORK ORDER 108 RECORD ASSIGNMENT TECHNICIAN OBTAIN ACCESS - 112 LOG START 114 OBTAIN REPAIR SCREEN 116 ENTER REPAIR CODE TECHNICIAN LOG COMPLETION -120 OFFICE STAFF NOTIFY SUPERVISOR NOTIFY TENANT 124 FIG 4 TENANT INQUIRY -126